



TITLE OF POSITION: Event Delivery & Account Coordinator

REPORTS TO: Head of Event Delivery (Melbourne)

OFFICE LOCATION: Sydney, Australia

CONTRACT TYPE: Permanent

ROLE OVERVIEW

The Event Delivery & Account Coordinator supports the planning and delivery of world-class travel programmes and events for major sporting events across Australia. This role is responsible for the hands-on coordination of travel and event logistics, ensuring accuracy, timeliness and premium standards are maintained at every stage of the client journey. Working closely with an experienced project event delivery team, the role helps bring to life exceptional travel and hospitality experiences that connect fans with unforgettable sporting moments.

MAIN ACCOUNTABILITIES

- **Operational Coordination:** Coordinate travel and event logistics, schedules and documentation to ensure programmes are delivered accurately, on time and to agreed standards.
- **Supplier Liaison:** Manage day-to-day communication with venues, destination management companies, accommodation providers and suppliers to confirm services and ensure quality and timeline requirements are met.
- **Event Delivery:** Provide on-site operational support during events, proactively resolving issues to ensure smooth delivery and a premium client experience.
- **Event Preparation:** Prepare run sheets, briefing packs and event materials that enable efficient and effective on-site delivery.
- **Post-Event Review:** Support post-event debriefs and feedback collection to identify improvements and enhance future travel programmes.
- **Financial Support:** Assist with budget tracking, invoice reconciliation and procurement support to maintain cost control and accurate financial records.
- **Risk & Compliance:** Support risk and compliance activities, including monitoring, documenting and escalating risks to minimise disruption and protect service delivery.
- **Account Support:** Provide accurate reporting and updates to project and account managers to support rightsholder confidence and effective decision-making.
- **Customer Experience:** Support client communications and travel requirements to deliver a seamless end-to-end journey and maintain premium customer satisfaction.
- **Team Contribution:** Provide reliable day-to-day support to senior managers and colleagues, enabling collective team performance in a high-performing environment.
- **Sustainability Support:** Apply sustainable practices in sourcing and operations to support STH Group's social impact and environmental objectives.

KEY SKILLS AND EXPERIENCE

- **Relevant Qualification:** Degree in Tourism, Event or Sports Management, along with 5 years' demonstrable experience in the delivery of events, ideally within a sporting or major events-focused environment.
- **Operational Delivery:** Exceptional organisational and time management skills, with a proven ability to manage multiple tasks and projects simultaneously under tight deadlines.
- **Stakeholder Management:** Skilled in building effective working relationships with internal and external stakeholders, minimising risk and driving positive outcomes through collaboration and a service-driven approach.
- **Customer Experience:** Strong background operating in a customer-centric environment, ideally within travel, sport, hospitality or e-commerce sectors.

DESIRABLE COMPETENCIES

- **Business Support:** Resourceful and organised, with the ability to support interdepartmental business initiatives while

tracking and progressing multiple tasks simultaneously.

- **Team Collaboration:** Collaborative in approach, contributing positively to team culture and supporting improved performance, innovation and shared business outcomes.
- **Self-Motivation:** Proactive and accountable, with the ability to independently set, manage and prioritise workload and objectives.
- **Clear Communicator:** Confident communicator with the ability to engage internal and external stakeholders in a professional, collaborative and positive manner.

A passion for sports is beneficial but not essential.

WHO WE ARE

STH Group is a **Sodexo Live!** company, with offices in London, Miami, Auckland, Sydney and Melbourne, enabling a truly global reach and service offering.

Our Company partners with event owners to make the biggest sporting events in the world – even better! From the Olympic Games in London and Tokyo, the Cricket World Cup in England & Wales to the Rugby World Cups in Japan, England, New Zealand and France, our award-winning team cover the globe to create travel and hospitality programmes with one simple ambition – to leave sports fans knowing they have just been part of an experience of a lifetime.

At STH, you **belong to something greater**; our experiences are unique and so are our people. Bring personality, your background and your desire for delighting others; in return we'll give you all you need to thrive. Through joining STH, you will be part of an inclusive and driven culture, that focuses on collective success and empowerment; we thrive on making the memorable, unforgettable for thousands of global sporting fans. We champion the ethos of the sports teams we represent and ensure our culture is one that is opportunity driven, both for the customers we serve – and the people who make them possible!

WHAT WE STAND FOR

STH Group identify the below values as fundamental commitments for every member of our team. Like the athletes we admire and connect with fans, we use these as our guiding compass in everything that we do, which supports a “one-team” mentality, culture-code and aligned directive.

- **Service Spirit:** We are customer obsessed, encouraging our teams to anticipate expectations and take pride in all services they deliver.
- **Spirit of Progress:** We strive to be trailblazers, we seek continuous improvement and innovation in everything that we do.
- **Team Spirit:** We thrive on winning together, delivering exceptional outcomes for our customers, employees, partners and the communities in which we operate.